

FIGURE 2

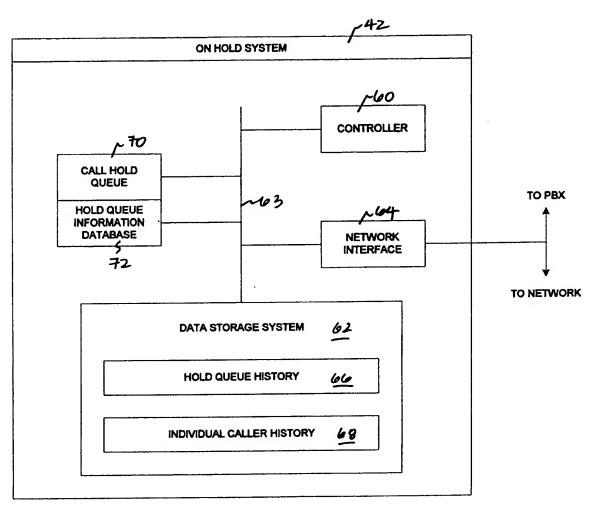


FIGURE 3

HOLD QUEUE INFORMATION MENU TRANSCRIPT 80

XYZ SERVICE

TO RECEIVE PUBLICATION OF HOLD QUEUE INFORMATION: PRESS OR ENTER 1

FOR VOICE OUTPUT TO CALLING DEVICE: PRESS OR ENTER 1 FOR TEXT OR GRAPHIC OUTPUT TO CALLING DEVICE: PRESS OR ENTER 2

CURRENT PEOPLE ON HOLD: 40

AVERAGE TIME IN HOLD QUEUE TODAY: 70 MINS

CONSULTANTS ON DUTY: 5 CALL DURATION: 12 MINS YOUR POSITION: 25

YOUR ESTIMATED WAIT TIME: 125 MINS TIME LEFT TO CLOSE OF BUSINESS: 240 MINS

YOUR TRACKING NUMBER IS: 12930 YOUR TOTAL TIME ON HOLD: 5 MINS

ON-LINE WEB SITE: WWW.XYZSERVICE.COM

PRESS 8 FOR MORE OPTIONS

FOR WEB ACCESS: PRESS OR ENTER 3

ON-LINE WEB SITE: WWW.XYZSERVICE.COM

FOR EMAIL: PRESS OR ENTER 4

FOR INSTANT MESSAGING: PRESS OR ENTER 5

TO LOG THE SUBJECT MATTER OF YOUR CALL: PRESS OR ENTER 2

SELECT FROM ONE OF THE FOLLOWING SUBJECTS

PRINTER ISSUE: PRESS OR ENTER 1 MODEM ISSUE: PRESS OR ENTER 2 MOUSE ISSUE: PRESS OR ENTER 3 MONITOR ISSUE: PRESS OR ENTER 4

OTHER HARDWARE ISSUE: PRESS OR ENTER 5 UNIDENTIFIED ISSUE: PRESS OR ENTER 6

FIGURE 4

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POSITION/ EST	CALL DURATION	TIME WITH REP	REP/AV TIME	SUBJECT	AVERAGE TIME/ REP/ SUBJECT	ON HOLD ACTIVITY
*/1.5X	71 MINS	1 MIN	JOE DUCK/6 MIN	UNKNOWN	5 /-/-	•
*/2X	90 MINS	20 MINS	JAME DUCK/5 MIN	PRINTER ISSUE	30/40/35	•
*/.5X	75 MINS	5 MINS	TOM DUCK/10 MIN	PRINTER ISSUE	10/-/20	
*/3X	70 MINS	1 MIN	JOHN DUCK/8 MIN	MODEM ISSUE	8/5/-	*
1/2X	69 MINS	0 MINS	*	MOUSE ISSUE	5/-/-	EXPERT/25%
2/3X	65 MINS	0 MINS	•	OTHER	12/-/-	SURVEY/2 POS
25/1.2X	12 MINS	0 MINS		MONITOR ISSUE	5/-/10	MESSAGES

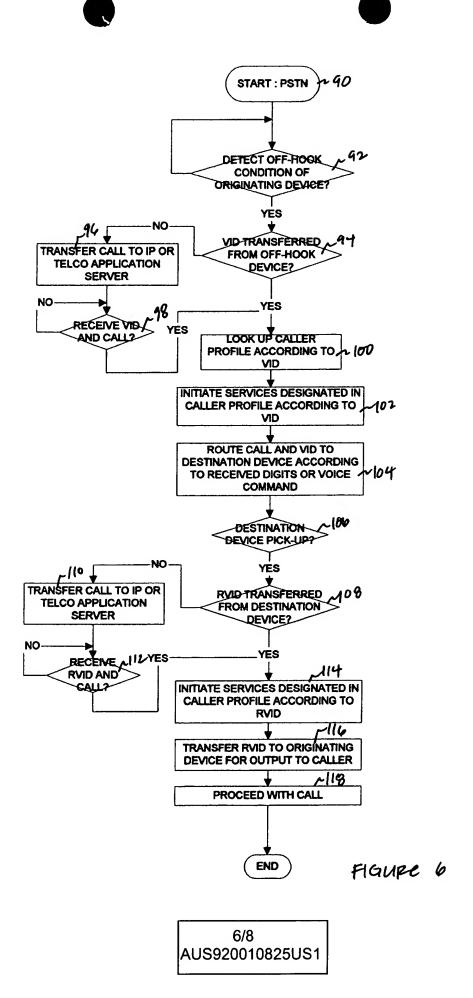
UPDATE SUBJECT 86

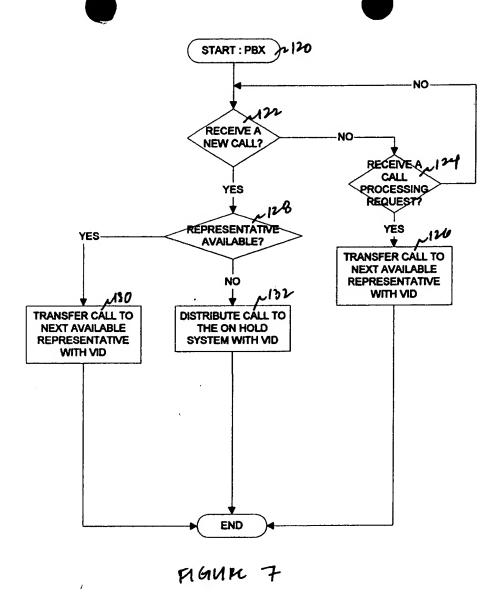
<u>82</u>

ESTIMATED TIME REMAINING: ____ 88

FIGURE 5

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